

Project description: Process Improvement for Multistate Voluntary Disclosure Program

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The purpose of this project is to identify opportunities to streamline the MTC Multistate Voluntary Disclosure Program to make it more efficient and effective. The project will evaluate the current MVD process and recommend improvements.

Problem: The Multistate Voluntary Disclosure Program is often labor-intensive for taxpayers, state personnel and the MTC National Nexus Program staff. There are opportunities to streamline the voluntary disclosure program to make it more efficient for both the states and taxpayers.

Risks: A labor-intensive process is less likely to be used by taxpayers and states. The MTC Multistate Voluntary Disclosure Program is currently the primary program offered by the National Nexus Program. If it isn't being used by significant numbers of states or taxpayers, it cannot return the best value to both constituencies.

Issues for review:

- How the current process works; flow chart of process
- How is communication between the taxpayer, MTC and affected states handled?
- Where are the opportunities to shorten time lines?
- How do taxpayers and practitioners view the process?
- How might we increase the likely return on investment to the states?
- Do we have the right staff (both number and skill sets)?
- Are there opportunities to condense and standardize the information requested of taxpayers? Could templates be developed and used?
- How do the states view the process, especially those state employees who process voluntary disclosure applications?
- What can be learned from how states handle their own voluntary disclosure programs?
- How might the program be better publicized?
- What improvements would give the best return for the cost of implementing them?
- What components of the program take more effort than the value perceived for both states and taxpayers, and at what cost to the program?
- Should exclusion of states that don't participate in National Nexus Program continue?

Expected outcomes from the project:

- List of opportunities for improvement to the MTC Voluntary Disclosure Program.
- Estimate or description of likely costs and benefits of any recommended changes.

Who should be involved in the project:

- State staff who work with voluntary disclosure
- MTC staff